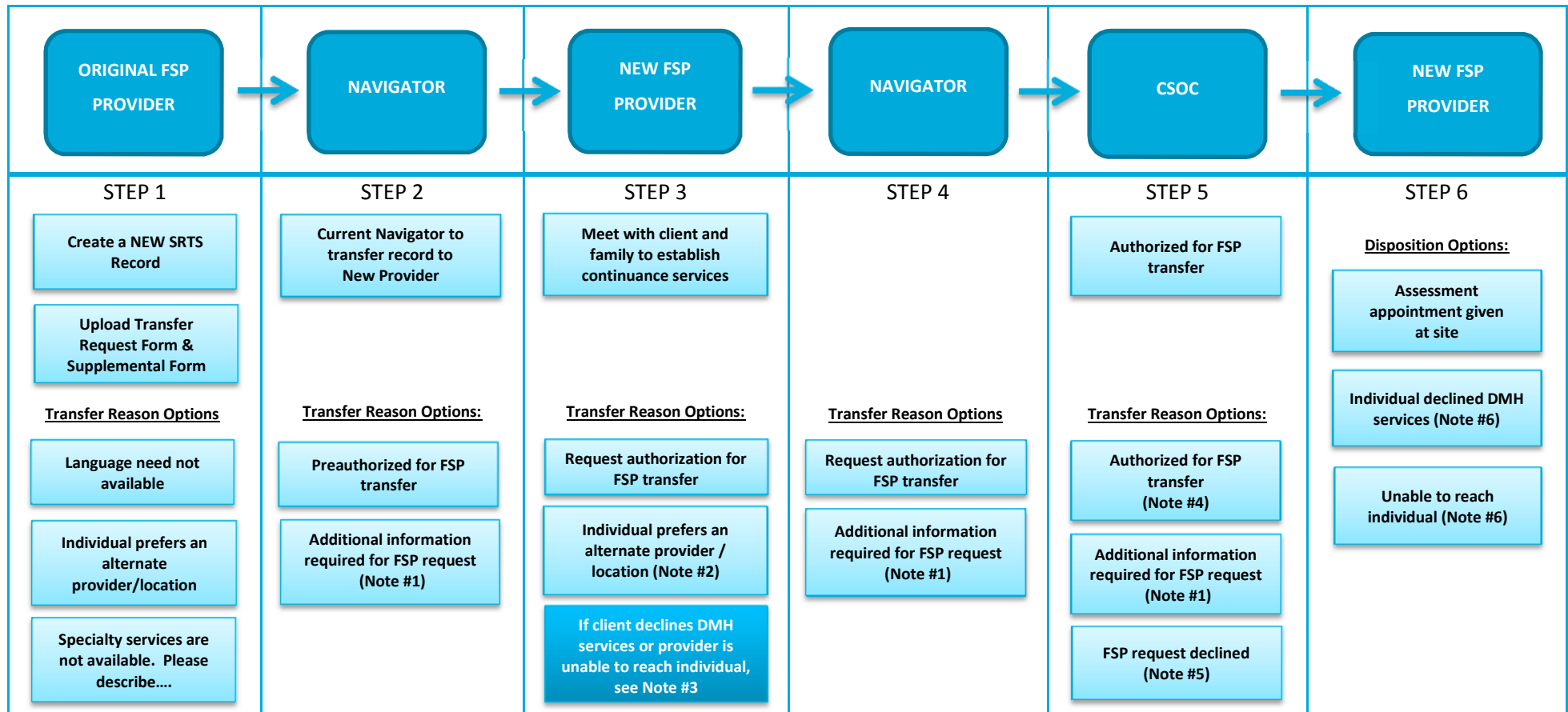


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**CHILDREN’S SYSTEMS OF CARE (CSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN SAME SERVICE AREA**



Note #1: If the Navigator or CSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP Provider or Navigator with the transfer reason of “Additional information required for FSP request.”

Note #2: If the client prefers another provider, transfer back to the Navigator for linkage.

Note #3: If the client declines DMH services or the provider is unable to reach individual (discuss with navigator), enter a disposition then transfer back to Navigator, then Original FSP provider to start Disenrollment flowchart from the original authorized record.

Note #4: CSOC will forward the SRTS email notification alert to the Navigator to confirm that the transfer has been authorized.

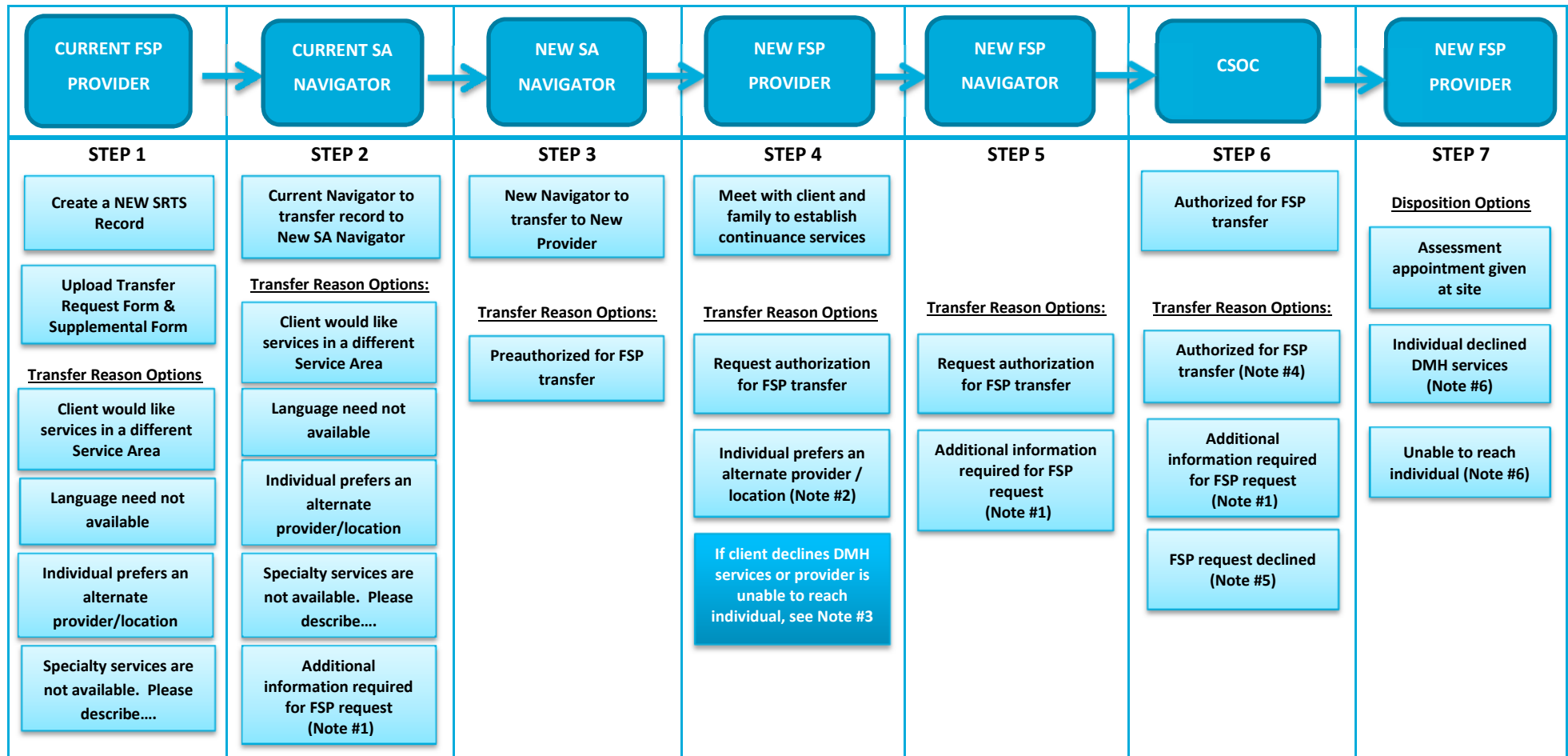
Note #5: If a request for transfer is declined, CSOC will transfer the record back to the Navigator for linkage. Navigator will discuss linkage with FSP Provider.

Note #6: If the FSP Provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator and CSOC and consider Disenrollment or Inactive Status.

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

CHILDREN’S SYSTEM OF CARE (CSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW

TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN A DIFFERENT SERVICE AREA



Note #1: If the Navigator or CSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP Provider or Navigator with the transfer reason of “Additional information required for FSP request.”

Note#2: If the client prefers another provider, transfer back to the Navigator for linkage.

Note #3: If the client declines DMH services or provider is unable to reach individual (discuss with navigator), enter a disposition then transfer back to new Navigator, then original Navigator, then original FSP provider to start Disenrollment flowchart from the original authorized record.

Note #4: CSOC will forward SRTS email notification alert to new Navigator, current Navigator, and current FSP Provider to confirm the transfer was authorized.

Note #5: If a request for transfer is declined, CSOC will transfer the record back to the Navigator for linkage. Navigator will discuss linkage with FSP Provider.

Note #6: If the FSP Provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator and CSOC and consider Disenrollment or Inactive Status.